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I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted *via* the USPTO EFS Filing System on the date shown below to Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: September 25, 2008/Stacey Bussey/

Stacey Bussey

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of:

Applicant(s): Eric J. Horvitz, *et al.*

Examiner: Thjuan Knowlin Addy

Serial No: 10/610,486

Art Unit: 2614

Filing Date: June 30, 2003

Conf. No: 5347

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO  
HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY  
AND OPERATOR LOAD

**Mail Stop AF**  
**Commissioner for Patents**  
**P.O. Box 1450**  
**Alexandria, Virginia 22313-1450**

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**REPLY TO FINAL OFFICE ACTION DATED JULY 28, 2008**

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Dear Sir:

Favorable reconsideration of the above-identified patent application is respectfully requested in view of the following comments and amendments.